**JOB DESCRIPTION**

**Job Title:**  Bar Person

**Line Manager:** Catering Manager

**Terms:** Full Time/ Permanent

40 Hours/ week Wednesday-Sunday

The Role will be based at Snape Maltings and may also be required to work at The Red House (Aldeburgh)

**Britten Pears Arts**

Britten Pears Arts is a pioneering music, arts and heritage charity based on the Suffolk coast at two popular, historic visitor destinations: Snape Maltings and The Red House. It emerged from the creative partnership between the composer Benjamin Britten and his professional and personal partner, singer Peter Pears. In 2020, the two charities which formed the legacy of Britten and Pears’ life and work, Snape Maltings (formerly Aldeburgh Music) and Britten-Pears Foundation, merged to become Britten Pears Arts. Britten and Pears shared a progressive vision for music and the arts to be useful, transforming lives, and bringing people and communities together. Our founders’ vision inspires all our activities: from work with our local communities to our national leadership roles in the fields of programming, talent development and music for health & wellbeing.

**Role Overview:**

To be a beverage specialist, in particular cold non-alcoholic and alcoholic beverages. Always providing courteous, efficient, and knowledgeable service. Keeps the working area clean, hygienic, and well presented at all times.

**MAIN RESPONSIBILITIES:**

**Customer Focus:**

* Greets and acknowledges customers, on arrival, at all times. Keeps product knowledge up to date, has a good understanding of how different beverages are created and can give accurate information about these products to customers.
* Knows the availability of daily specials, seasonal and local produce, including ingredients
* Has good awareness of who has arrived and is waiting to be served.
* Serves people, efficiently, in turn and does not keep people waiting.

**Key Tasks:**

* Has good product awareness and knowledge of all menu items, both food and drinks. Finds this information if unsure.
* Take orders accurately.
* Prepare and serve the full range of specialty non-alcoholic and alcoholic beverages with the expected standard of presentation and consistency.
* Serve prepared food such as cakes and muffins, keep waste to a minimum.
* Use the Epos Till system to accurately record sales and process all transactions.
* Offer customers appropriate accompaniments to their orders.
* Sanitise and clean work area throughout the shift.
* Maintain stock of clean plates and cups, clear away any breakages and report any shortages of crockery etc.
* Pass on customer feedback to managers, including customer requests for new menu items.
* Has a good understanding of allergens and is able to give customers accurate information if asked.
* Adheres to relevant food safety policies and procedures at all times.
* Complete relevant checklists eg: cleaning, stocktakes, accurately.
* Follows all policies and procedures correctly at all times.

**Health & Safety**

* Know and understand the company’s Health & Safety procedures and policies, always adhering to them.
* Report any hazards, incidents, accidents or near-misses to the department head, or immediate manager as soon as they are known.
* Report problems with the brewing and other equipment immediately it is known.
* Follow and implement all measures aimed at making Snape Maltings “Covid-secure” for customers and colleagues.

**Security:**

* Be vigilant e.g.: for potential theft, breaches of security.
* Report any suspicious behavior to Head of Hospitality and Events.
* Always follow the company’s security procedures.

**Key Performance Measures:**

* Guest comments/feedback.
* Accuracy of orders.
* Efficiency of service.
* Completion of Checklists.

**Employee Benefits:**

* Staff Discount.
* Staff Meals.
* Life Assurance (Permanent Employees).
* Complimentary Tickets.
* Simply Health (Permanent Employees)

Undertake other tasks which are commensurate with and in the spirit of this job description.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Person Specification: Barista**

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Essential** | **Desirable** |
| Experience | * Has previous bar/café experience, gained in a similar environment.
 |  |
| Skills/knowledge | * Excellent interpersonal skills – is warm and friendly, relates well to people from all walks of life.
* Can present different types of non- alcoholic and alcoholic beverages and understands how to make the different types.
* Can use a till system accurately to receive cash and card payments.
* Understands food and work area hygiene standards.
 | * Has used an EPOS till
* Level 2 Food Hygiene
 |
| Ability/aptitude | * Enjoys working with people and is always welcoming to customers.
* Makes a positive contribution to the team, uses initiative appropriately and has a “can-do” attitude.
* Keeps calm and friendly under pressure
* Can respond calmly and courteously to complaints.
* Has high standards of personal presentation and is a good ambassador for the organization
 | * Enjoys learning new skills and is capable of taking on additional responsibilities
 |
| Special requirements | * Can work flexibly – including weekends, evenings and bank holidays as the business requires.
* Is able to work effectively in any area of catering which may include the Tea Huts, Cafés, Restaurant, Pop-Up Restaurants, Concert Catering, Weddings, and Events.

  | * Has a full, clean driving license.
* Is able to travel to other venues where catering is provided by the organization.
 |